

ICANN has appointed independent advisers to review the ICANN Ombudsman function. They are working closely with Working Stream 2 on ICANN accountability Ombudsman sub-team and have interviewed directly a number of ICANN stakeholders. The survey below is designed to assist the advisers/reviewers to reach out to the community for additional perspectives. Your responses will be kept confidential to the reviewers.

Comment [SB1]: Function vs Office vs person?

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1. Some questions about you (confidential):

a. Name _____

b. Your affiliation within the SO/AC community? _____

c. If your affiliation is GNSO, which SG/C are you affiliated with?

d. Regional affiliation? _____

e. Gender? M/F/Other _____

f. How many years have you been an active member of the ICANN community? *Data field*

g. Number of ICANN meetings attended (approx.)? *Data field*

Comment [SB2]: ICANN or we need to add Or any groups (like NextGen...) and the Board.

Comment [SB3]: Maybe a list will be simpler

Comment [SB4]: Maybe we can make this question more general? Affiliation with any sub-group (SG/C, RIR, RALO/ALS...)

Comment [SB5]: Region of Birth and region of living

2. When did you become aware of the Office of Ombudsman as an avenue for dealing with disputes or complaints within ICANN?

Since inception – in last 7 years – recently – was not aware

3. Have you ever had a complaint/dispute related to the ICANN organisation or community? *Data field*

Comment [SB6]: Still in trouble with this word: the whole ICANN or Staff?

a. If yes, did you consider approaching the Ombudsman? *Y/N*

Comment [SB7]: Are we talking about the person or the office? And we need to insure this distinction os clear in the whole questionnaire.

b. If you did not approach the Ombudsman, why not? *Text field*

4. If you have taken a complaint to the Ombudsman, what was the outcome? *Text field*

Comment [SB8]: We need to ask where they where at the time of the complaint in the ICANN system. They may have change since then.

5. If your complaint was outside the Ombudsman's jurisdiction, were you referred to another person or process where you could take the matter? *Y/N & details*

a. Were you satisfied with the Ombudsman's decision on jurisdiction?

Y/N & details

6. If the Ombudsman dealt with your complaint, how would you rate your experience of the process?

- a. I felt that I was listened to 1-5 scale + U/A
- b. The Ombudsman understood my complaint 1-5 scale + U/A
- c. The Ombudsman investigated the matter 1-5 scale + U/A
- d. The process was timely 1-5 scale + U/A
- e. The outcome was clearly explained to me 1-5 scale + U/A
- f. I felt that the Ombudsman was independent 1-5 scale + U/A

7. How important to you is it that the ICANN ecosystem has an independent Ombudsman? 1-5 scale + U/A

Comment [SB9]: From? Staff, Board, Community...

8. Does the current function meet your expectations of the role?

Not at all – partly – mostly – Don't know

Comment [SB10]: Office? We need to add also this question at Q6 as a g.

a. Other comments? Text Field

9. Ombudsman offices in different organisations and different parts of the world can have a wide range of roles and powers including the examples below. How important would you regard each of them for ICANN going forward?

- a. Provide information and refer complainants to the right place 1-5 scale +U/A
- b. Investigate the complaint and try to resolve through conciliation /negotiation /mediation 1-5 scale +U/A
- c. Investigate and escalate significant issues (eg. to the Board) 1-5 scale +U/A
- d. Provide transparency about types of complaints and fairness issues in the community 1-5 scale +U/A
- e. Decision-making powers – eg. to overturn a previous decision or require a reconsideration or remediation including compensation 1-5 scale +U/A
- f. Identify common complaints or issues and recommend process and policy improvement (eg. own motion inquiry) 1-5 scale +U/A

g. Do you have any comments you would like to add? *Text field*

10. To carry out their function, Ombudsman schemes may need a range of skills and experience. How important do you see each of the following skills?

Comment [SB11]: Another (new) word about Ombuds

- a. Negotiation/conciliation *1-5 scale +U/A*
- b. Formal mediation skills *1-5 scale +U/A*
- c. Investigation and analysis *1-5 scale +U/A*
- d. Knowledge of ICANN technical issues *1-5 scale +U/A*
- e. Legal skills *1-5 scale +U/A*

11. To provide stakeholders with confidence, Ombudsman Offices need to be seen as independent, transparent, and accountable to the community. Based on your current impressions, how would you rate the ICANN Ombudsman office:

Comment [SB12]: What about confidentiality?

- a. Independence *Low – medium - High – U/A*
- b. Transparency *Low – medium - High – U/A*
- c. Accountability *Low – medium - High – U/A*

12. Based on your current impressions, how would you rate the standing (profile, status, respect, authority) of the Office of the Ombudsman in ICANN? *1-5 scale +U/A*

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13. Can you give any examples of unfairness issues that you have experienced or have knowledge of that would be appropriate for the ICANN Ombudsman to examine?

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14. If you have any further comments relevant to the ICANN Ombudsman function, please provide here.

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Text field

Thank you for taking the time to provide your input – it is much appreciated. If you would like to be contacted by the Reviewers – please email debra@crkhoury.com and advise the best way to be in contact with you.

Comment [SB13]: We may need to add a question about a more diverse IOO?